Fair Registration Practices Report

Medical Laboratory Technologists (2008)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

Information is made available on the CMLTO website (www.cmlto.com). Specific tools include the Registration Regulation, the application for registration and instruction guide, a Career Map and E-career Map, Frequently Asked Questions (FAQ) document and various fact sheets and forms (www.cmlto.com under Registration/Fact Sheets and Forms). The CMLTO also provides information over the telephone, by e-mail, by fax and in person at the office. The College delivers on-site presentations at the educational institutions offering full-time medical laboratory technology programs. Students in the clinical phase of the program are sent a detailed memo (via e-mail) outlining the steps for registration. The College also delivers on-site presentations at the two institutions offering Bridging Programs in Ontario. The CMLTO website links to the national association, the Canadian Society for Medical Laboratory Science (CSMLS), which is the first step in the registration process for internationally educated medical laboratory technologists (IEMLTs). All CMLTO documents and information is reviewed at least annually for currency and accuracy. The Career Map and E-Career Map have been reviewed by a plain language consultant.

b) requirements for registration

O. Reg. 207/94, amended to O. Reg. 553/05 (part I and Schedule I) is the current CMLTO Registration Regulation. It is posted on the CMLTO website under Government Policy/College Administered legislation. By completing the application for registration, the applicant is made aware of the requirements for registration. An instruction guide is available to assist with this process. In addition, the Career Map or E-Career Map outlines the steps for registration for IEMLTs and provides links to specific documents or contact persons, e.g. a link to the CSMLS for the Prior Learning Assessment (PLA) process. There is also a FAQ document on registration and fact sheets for Canadian educated and IEMLTs on the CMLTO website.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

The CMLTO website links to the Canadian Medical Association (CMA)website for Canadian programs (www.cmlto.com under Registration/Courses and Programs). The CSMLS information handbook related to the PLA process provides detailed explanations for IEMLTs with respect to equivalency assessment, work

experience, program content. It is available on the CSMLS website at www.csmls.org under Internationally Technologists. The CSMLS also has an information handbook related to the examination processes on their website under Certification. In addition, the CMLTO website provides registration information for technologists who have been away from the profession for a period of time, i.e. they are required to take refresher courses before applying (www.cmlto.com under Registration/Approved Refresher Courses).

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

The following information regarding registration requirements is available on the CMLTO website and is also provided via telephone if required: -It is not mandatory that any education or practical experience be completed in Ontario. -To be considered actively engaged in medical laboratory technology, the candidate must have completed approximately 900 hours of practice in the previous three years, preferably with 300 hours in the previous year. -Education and experience is obtained by: graduation from CMA accredited program or the CSMLS PLA process (whereby an applicant may be deemed equivalent to a Canadian educated medical laboratory technologist). -Consideration as to whether the active engagement requirement has been met will depend on the individual circumstances of each candidate. Consideration will be given to medical laboratory technology experience obtained both inside and outside Canada. -A candidate's experience in medical laboratory technology within the previous three years must demonstrate, in the opinion of the Registration Committee, that the candidate could meet the current standards of practice in Ontario. Active engagement may include time spent as a student or in the teaching of medical laboratory technology. Medical laboratory technician/assistant experience does not qualify as active engagement in medical laboratory technology. If a candidate is unable to meet the active engagement criteria, he or she may provide proof of successful completion of a refresher course (in the relevant laboratory science specialties) that has been approved by the Registration Committee. These courses are available on the CMLTO website under Registration/Approved Refresher Courses.

e) requirements that may be satisfied through acceptable alternatives

The application for registration and the instructions clearly state what documents are required for registration. The application and instructions can be downloaded from the CMLTO website or a hard copy may be obtained by calling the office. When required official document or documents are not available to the applicant, and the applicant has made reasonable attempts to secure the paperwork, the CMLTO will consider alternatives. For example, there are seven documents considered acceptable for proof of Canadian citizenship; there are four documents considered acceptable for proof of permanent resident/landed immigrant status. This list will be posted to the CMLTO website by March 31, 2009. The CSMLS considers alternative documents for the Prior Learning Process on a case by case basis. For example, CSMLS may liaise with an educational program, a Ministry of Education or a Consulate/Embassy to verify original documents do not exist. They also consult with World Education Services (WES) and the International Credential Evaluation Service (ICES) when required.

f) the steps in the assessment process

This information is explained in fact sheets, the Career Map and e-Career Map, a FAQ document and in the application for registration and instructions for completion. All of the above documents are available on the CMLTO website and can be mailed, free of charge, to those applicants who do not have access to a computer. In addition, a hard copy of the documents is available at the CMLTO office. The CSMLS PLA process assesses the education, training and work experience of those who do not graduate from a CMA-accredited program in Canada. The CSMLS provides a PLA Handbook explaining the details on their website at www.csmls.org under Internationally Trained. The CMLTO links to the CSMLS website. In addition, the CSMLS Examination Handbook is available on the CSMLS website. The Ontario Society for Medical Technologists' (OSMT) website www.osmt.org contains links to the CMLTO. The CMLTO links to the OSMT website.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

The CMLTO application for registration includes a checklist and the application instructions detail what documents are required. A variation exists in the type of document required for education and training. If a

Canadian educated or internationally trained applicant has not successfully completed a course of study in a Canadian institution which has been accredited by the CMA, they are required to submit a PLA report that demonstrates successful completion of a PLA, i.e. their education is equivalent to that of a Canadian educated medical laboratory technologist.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

The CMLTO has a list of alternative documents. The CSMLS handles each applicant for PLA on a case by case basis. See e) above.

i) how applicants can contact your organization

Applicants can contact the CMLTO by telephone, e-mail, website, fax or in person.

j) how, why and how often your organization initiates communication with applicants about their applications

The CMLTO makes presentations to students of MLT programs and Bridging programs (who are potential applicants) annually to explain self-regulation and the application process. The CMLTO sends a memo (via the Program Chair) to MLT students who are in the clinical year of their program, detailing the registration process. CMLTO has delivered presentations to potential applicants at HealthForceOntario and Settlement Agencies. When incomplete applications are received at the CMLTO office, Registration Associate contacts the applicant, either by telephone, e-mail or regular mail to inform them that specific information is missing. Ongoing communication with the applicant continues until the application is complete. If the application must be referred to the Registration Committee, the applicant is sent a letter outlining the reason for the referral, the date of the meeting and the timeframe in which they will receive a response on the decision.

k) the process for dealing with documents provided in languages other than English or French

The Career Map and E-Career Map list approved translators. The CSMLS PLA handbook outlines the process. All documents must be submitted to both CSMLS and CMLTO in English or French. It is the applicant's responsibility to have the documents translated. CSMLS requires translated documents for the PLA process, and some of these documents are then submitted with the CMLTO application. If the CSMLS receives documents in a language other than English or French, the CSMLS makes a copy of the document(s), sends the copy to the PLA applicant, and instructs the applicant to send it to the translator. The translator seals and signs every page, returns it to the applicant, who then sends it back to the CSMLS.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

Third-party organization #1: CMLTO has a contract with CSMLS for the PLA and Examination Services. CSMLS conducts both processes and the results are submitted to the CMLTO by the applicant as part of their application for registration. The Career Map/E-Career Map directs IEMLTs to the CSMLS as the first step in obtaining registration with the CMLTO. CMLTO FAQ and fact sheet documents also outline the process. Third-party organization #2: Indirectly, WES and ICES are third-party organizations. CSMLS has a formal agreement with WES. Applicants to the CSMLS PLA process can use either WES or ICES for credential evaluation services and that report forms part of the final PLA report. CSMLS is in regular communication with WES and ICES regarding what information the CSMLS needs to complete the PLA process. The above information is available on the CSMLS and CMLTO websites and each organization can also provide a hard copy if required. Third-party organization #3: Bridging programs (Mohawk College and The Michener Institute) CMLTO has representation on both Advisory Councils. The bridging programs and individual courses within the bridging programs are reviewed and approved by the Registration Committee. These courses are posted on the CMLTO website under Registration/Approved Refresher Courses. There is a link to the programs on the CMLTO and CSMLS websites.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

CMLTO Registration Committee meetings and deadlines are posted on the CMLTO website under Registration/Committee Meetings Dates and Deadlines. The CMLTO application for registration 'welcome letter' outlines timelines for application processing. Once an applicant is approved for registration, the CMLTO sends a letter advising of the deadline dates for payment of annual fees (35 days). If the application for registration is denied, the 'decision and reasons letter' outlines the process and the timelines for appealing to HPARB (30 days). CMLTO has internal customer service standards for handling applications. The CSMLS outlines the PLA time lines in the PLA Handbook which is available on their website, e.g. 12 months for applicant to complete paperwork for evaluation, 2 years for a learning plan (if applicable) and a four to six week turn around time for CSMLS to release the result of a PLA.

n) the amount of time that the registration process usually takes

The CMLTO application for registration contains a letter from the Registrar and Executive Director, outlining the timeframes for application processing, e.g. three weeks if application is complete and does not have to be referred to the Registration Committee and six to eight weeks if the application is referred to the Registration Committee. It is noted that the PLA process, if applicable to the applicant, must be completed before a CMLTO application is submitted. The application is on the CMLTO website and can be mailed to a requestor if he/she does not have access to a computer.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

The Career Map/E-Career Map posted on the CMLTO website clearly outlines the associated fees. Fees are also posted on the CSMLS website under Registration/Fees. In addition, the application fee is on the cover page of the CMLTO application for registration. The application can be accessed on the CMLTO website or can be mailed to a person without access to a computer. Refresher Course Lists are posted on the CMLTO website. Fees are included and are correct at the time of publication of the list. The list is updated at least yearly. CSMLS fees are outlined in the CSMLS PLA and Examination handbooks.

p) accommodation of applicants with special needs, such as visual impairment

The CSMLS has an accommodation policy for examinations. It is outlined in the Examination Handbook. The CMLTO will meet with an applicant one on one at the office to assist with the completion of an application.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

The CMLTO fees are the same for domestic and internationally trained applicants. Internationally trained applicants incur the CSMLS PLA fee. Fees to write the CSMLS examination vary, depending on whether the exam candidate is a member of the CSMLS, a non-member or a non-resident of Canada.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions?

Complete applications are processed within 15 business days (applicants meet all of the registration requirements, all documents are enclosed and the application can be processed by Registration staff). This information is included in the introductory letter with the application. CMLTO has been tracking the timelines for making registration decisions for applications and the average turn around time for complete applications processed by Registration staff is four business days. When applicants do not meet all of the registration requirements, the application is referred by the Registrar/Executive Director to the Registration Committee (RC) for review. The time to process is dependent on when the applicant submits the necessary information or documentation to the College and the meeting schedule of the RC. The RC normally meets every two months. A decision from the RC is mailed to the applicant within four weeks of the meeting date; however,the CMLTO strives to mail decisions within two to three business days.

b) What are your timelines for responding to applicants in writing?

New applications are reviewed within five days of arrival at the CMLTO office. Applicants are notified within one day of review if information is missing or incomplete. This notification occurs by telephone, e-mail or letter. Responses to applicants inquiries (phone, e-mail, fax, writing) are responded to within two business days. During the annual membership renewal period (November to January), applicants receive a response within four business days.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

Registration decisions (application complete and processed by Registration staff): One to 15 business days. Internal reviews (application to RC): within 20 days of RC meeting, usually within two to three days. Appeal decisions (additional review by RC): within 20 days of RC meeting, usually within two to three days.

d) Explain how your organization ensures that it adheres to these timelines.

CMLTO has internal Customer Service Standards which are monitored monthly by the Deputy Registrar/Registration Team Leader.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Access to Records (4 / 13)

a) Describe how you give applicants access to their own records related to their applications for registration.

As per the RHPA, Schedule 2, the Health Professions Procedural Code, upon written request (or appearance in person at the CMLTO office), the CMLTO will provide an applicant for registration with all the information and a copy of each document the College has on file that is relevant to the application.

b) Explain why access to applicants' own records would be limited or refused.

As per the RPHA, Schedule 2, the Health Professions Procedural Code, the Registrar may refuse to give an applicant any information that may, in the Registrar's opinion, jeopardize the safety of any person.

c) State how and when you give applicants estimates of the fees for making records available.

The CMLTO does not charge for this service.

d) List the fees for making records available.

The CMLTO does not charge for this service.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

The CMLTO does not charge for this service.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The instructions on how to complete the application for registration are included with the application form. Exam blueprints are part of the entry-level competency profile, developed and administered by the Canadian Society for Medical Laboratory Science (CSMLS). If any programs are available for orientation to the profession and the CMLTO is made aware of these programs, they are posted on the CMLTO website. In addition, there are links to the educational institutions (initial entry programs and bridging programs). The Career Map and E-career Map also link to the CSMLS, who post programs for orientation to the profession.

b) Describe how your organization provides information to applicants about these resources.

Materials noted in 5a) above are posted on the CMLTO and/or CSMLS website. If a hard copy is requested, CMLTO will mail it to the applicant.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

If an applicant clearly does not meet all of the registration requirements, the application will be referred by the Registrar/Executive Director to the Registration Committee (RC) of the CMLTO for review. This is the internal review. The time for processing depends on two factors; when the completed application is received at the CMLTO office and the meeting schedule of the RC. The RC normally meets every two months (schedule is posted on the CMLTO website). A decision from the RC is mailed within four weeks of the meeting date; however the CMLTO strives to mail decisions within two to three business days. Applicants seeking clarification of a RC decision may call the CMLTO office. If an applicant submits additional information after the decision has been rendered, the application may be referred back to the RC for further review. This is an appeal of a registration decision. The case would normally be reviewed at the next scheduled meeting of the RC and the timelines explained above apply.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

The CMLTO has never exceeded the four week timeline.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

n/a

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

When an applicant receives a letter from the Registrar/Executive Director stating their application has been referred to the RC (internal review), they are given the opportunity to make submissions, in writing, within 30 days. The same would apply in the situation of an appeal of a registration decision.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

The applicant receives a letter mailed through Canada Post. See b) above.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

Applications where all requirements are met are processed by Registration staff. If there is any doubt by the Registrar/Executive Director as to whether the applicant meets the registration requirements, the application is referred to the RC. Registration staff do not participate on an internal review panel (the RC Panel) or an appeal panel (the RC Panel). The Registration Committee is the internal review/appeal mechanism at CMLTO. If further information becomes available after the decision has been rendered (the internal review), the application may be referred back to the Registration Committee for further review. The new Panel will be formed by the Chair of the RC, ensuring that the Panel composition, wherever possible (subject to availability of RC members), is different from the original Panel.

e) Describe your internal review or appeal process.

If an applicant clearly does not meet all of the registration requirements, the application is referred to the Registration Committee (RC) of the CMLTO for internal review. Note, the CMLTO issues a Non-Practising certificate of registration if the applicant meets all of the registration requirements except active engagement in the practice of medical laboratory technology or has not completed a CMLTO-approved refresher course. If the application for registration is denied by the RC, a document outlining the RC's decision and detailed reasons is mailed to the applicant. The letter outlines the procedure to appeal to the Health Professions Appeal and Review Board (HPARB). Applicants with questions or who seek further clarification are encouraged to call the Deputy Registrar/Registration Team Leader. If an applicant submits additional documentation after the decision has been rendered, the application may be referred back to the RC for further review. The additional documentation will be taken into consideration by the RC. As a final option, a decision of the RC to deny registration may be appealed to the Health Professions Appeal and Review Board (HPARB).

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

The Registration Committee (RC) shall be composed of, (a) two members of the Council who are members of the College; (b) three members of the Council appointed to the Council by the Lieutenant Governor in Council; and (c) four members of the College who are not members of the Council. In 2008 and 2009, two of the members of the RC who are not members of the Council are internationally educated MLTs. A Panel of the RC reviews the cases. The Panel is formed by the RC Chair and is composed of at least three persons, one of whom is a person appointed to the Council by the Lieutenant Governor in Council (a public member).

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

See 6 e)above. An attachment 'Introduction to the Appeal of College Registration Decisions' is provided to the applicant with the Registration Committee's decision. This document is from the Health Professions Appeal

and Review Board and provides all the steps required and associated timelines.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

O. Reg. 207/94, amended to O. Reg. 553/05 states the requirements for registration. 1.The applicant must submit a completed application form to the Registrar together with the application fee. 2.The applicant's past and present conduct must afford reasonable grounds for the belief that the applicant, - is mentally competent to practise the profession, - will practise the profession with decency, integrity and honesty and in accordance with the law, and - can communicate effectively with and will display an appropriate attitude towards patients and colleagues. 3.The applicant must not have made, by commission or omission, any false or misleading representation or declaration on or in connection with an application. 4.The applicant must be a Canadian citizen or a permanent resident of Canada or have an authorization under the Immigration and Refugee Protection Act (Canada) consistent with the applicant's proposed certificate of registration. 5.The applicant must have reasonable fluency in either English or French. 6.The applicant must have satisfied one of the following educational and training requirements: -successful completion of a course of study in medical laboratory technology in a Canadian institution which has been approved by a body or bodies designated by the Council or by the Council itself, -possession of a baccalaureate degree from a Canadian university, whose major course content, both lecture and practical, is relevant to medical laboratory technology, and which is approved by the Registration Committee, or -possession of education or a mixture of education and experience which is considered by the Registration Committee to be equivalent to that which is described in subparagraph i or ii, and demonstrated by the successful completion of a Prior Learning Assessment which, in the opinion of the Registration Committee, is comprehensive and objective. 7.The applicant must have successfully completed a qualifying examination set or approved by the Registration Committee. 8.The applicant must have satisfied one of the following educational and training requirements: - within the three years preceding the application, active engagement in the practice of medical laboratory technology, which may include time spent as a student, or in the teaching of medical laboratory technology, that demonstrates, in the opinion of the Registration Committee, that he or she could meet the current standards of practice in Ontario, or - within the three years preceding the application, successful completion of a refresher course in the relevant specialties in laboratory science approved by the Registration Committee.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

Internationally educated medical laboratory technologists apply for a Prior Learning Assessment (PLA) conducted by the CSMLS. The PLA includes assessment of academic credentials, competencies, language proficiency, practical experience and professional development/continuing education. The PLA process determines if the applicant is equivalent to a Canadian educated medical laboratory technologist. The three main steps of the PLA process are: English/French fluency test (if education was not in either of these languages), evaluation of academic/education qualifications and evaluation of past training and experience. These steps are outlined in detail in the Career Map and E-Career Map posted on the CMLTO website. The

PLA process is also described in the CSMLS PLA Information Handbook on the CSMLS website. A CSMLS PLA which confirms equivalency is deemed acceptable by the CMLTO Registration Committee.

c) Explain how work experience in the profession is assessed.

Applicants applying for PLA through the CSMLS request that the director or technical supervisor of the laboratory where they worked submit documentation of their experience, including a detailed outline of duties, responsibilities and scope and volume of testing performed by the applicant. This information is submitted directly to the CSMLS. The PLA applicant also completes a Personal Competency Rating Booklet to self-assess their competency/experience against the competency/experience required by MLTs in Canada. New graduates of CMA accredited Canadian programs fulfil the requirement of work experience through the program's clinical placement component. Other applicants to the CMLTO submit letters from previous employers, including a detailed description of their position responsibilities, tests performed and equipment used. These documents are reviewed by the Registration staff. If there is uncertainty as to whether the applicant meets the work experience requirement, the Registrar/Executive Director will make a referral to the Registration Committee.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

The PLA issued by the CSMLS is only valid for two years, therefore the CMLTO can be assured that the information is current. The CSMLS requires documents be sent directly from issuing institutions, thus assuring accuracy. The CMLTO has a contract with the CSMLS for the PLA process and the CSMLS is required to report annually to the CMLTO. In addition, the CMLTO is represented (and has voting privileges) on the CSMLS Council on National Certification (CNC), which is responsible for policy decisions related to PLA and Examinations. The Deputy Registrar of the CMLTO meets with the PLA assessor at CSMLS at least every two years to observe process and receive updates. CMLTO provides stakeholder input into the CSMLS Competency Profiles for the profession. Note: CSMLS conducted a third party review of the PLA process in 2006 and the report indicated their processes were thorough and well documented. For credential assessment, the CSMLS accepts reports from either World Education Services (WES) or International Credential Assessment Services (ICES), both of which are well established organizations. The CMLTO is aware that CSMLS receives customized reports for their PLA candidates and that CSMLS is in regular contact with WES and ICES.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

WES website indicates they maintain a state of the art credential evaluation database, providing data on over 45,000 foreign academic institutions in 214 countries and 19,776 credentials. WES is the leading international credential evaluation service in North America. ICES website indicates they follow standard methodology used in evaluation services throughout Canada and the United States and that they apply this methodology consistently. An extensive list of ICES users is available on their website. Both organizations are well established and recognized and have informative websites.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

The credentialing organization (WES or ICES) may comment on their assessment report, and this may be noted in the CSMLS PLA report, but it does not affect the recognition of the credentials. Credential assessment is one component of the PLA process. The PLA is a competency based process. The didactic and clinical education at the institution is verified in detail by the CSMLS.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

The CMLTO will meet with applicants on a one to one basis if necessary to assist with completion of the application.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

> A complete application received at the CMLTO office is processed, on average, within 5 days if it does not have to be referred to the Registration Committee (RC). In 2008, less than 3% of applications were referred to the RC. The RC meets approximately every two months. Therefore, a decision from the RC could take six to eight weeks, depending on when the application is received at the CMLTO office. Once the RC has met, a decision is mailed, on average, within five business days.

i. State whether the average time differs for internationally trained individuals.

> The average time of the process at the CMLTO is the same for internationally trained individuals.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

> n/a

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

> CMLTO does not conduct credential assessments. This is part of the PLA process and assessments are conducted by WES or ICES.

ii. Describe the criteria that are applied to determine equivalency.

> n/a

iii. Explain how work experience is taken into account.

> n/a

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

> The CMLTO does not conduct competency assessments. This is part of the PLA process and assessments are conducted by CSMLS.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

> n/a

iii. Explain how work experience is used in the assessment of competency.

> n/a

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

> CMLTO does not conduct prior learning assessments. This is part of the PLA process and assessments are conducted by CSMLS.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

n/a

iii. Explain how work experience is used in the assessment of prior learning.

n/a

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

CMLTO does not administer examinations. Exams are administered by the CSMLS.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

n/a

iii. State how often exam questions are updated and the process for doing so.

n/a

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

Language Testers: TOEFL (paper-based, computer-based and Internet-based), CanTEST, IELTS, TSE. Credential assessment report indicates language of instruction. If language of instruction is not English or French, the PLA candidate must complete a language assessment. This is a component of the PLA process administered by CSMLS. Credential Assessors: ICES or WES validate/evaluate the academic and educational qualifications. This is a component of the PLA process administered by CSMLS. Examiner: CSMLS administers the national, competency-based certification examination.

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

CMLTO has a formal contract with CSMLS to conduct the PLA process. In addition, the Deputy Registrar of the CMLTO visits the PLA assessor, in person, at least every second year. The CMLTO has voting privileges on the CSMLS Council on National Certification (CNC), as explained in 8.d). Extensive research is undertaken

by CSMLS staff prior to decision making at CNC. CNC reviews documents posted to the CSMLS website. The CMLTO regularly monitors the CSMLS website and if information is not clear, suggestions for clarification are submitted. The CSMLS website links to language testers and credential evaluation services. The CMLTO accesses these websites at least annually.

ii. utilizes current and accurate information about qualifications from outside Canada

The CSMLS PLA process requires original documentation sent from various sources, therefore information is considered current and accurate. The CSMLS is in regular contact with ICES and WES regarding the comprehensive reports for credential assessment. If there was a problem, the CSMLS would bring it to the attention of the CNC.

iii. provides timely decisions, responses and reasons to applicants

The CNC receives annual reports on the PLA statistics. The CMLTO (Registration Committee) also receives semi-annual reports from the CSMLS on the PLA statistics. The PLA report (which CMLTO receives as one document in the application process) contains a very detailed report of education, training, experience and continuing education/professional development. There is an open line of communication between CSMLS and CMLTO staff. The CSMLS is in regular contact with ICES and WES regarding the comprehensive reports for credential assessment.

iv. provides training to individuals assessing qualifications

The CMLTO has been advised of the training protocol for PLA assessors at CSMLS. PLA assessors received on-site training at CSMLS by the Canadian Association for Prior Learning Assessment (CAPLA)and participated in the development of the PLA assessor training manual in 2007. Training is updated as new assessors are utilized. Due to the nature of some specialty areas of medical laboratory science, subject specific experts are contacted when required. Subject specific experts are trained in PLA assessment. In addition, a CSMLS staff member has a certificate of Mastery in PLA from the Council for Adult and Experiential Learning (CAEL).

v. provides access to records related to the assessment to applicants

CSMLS is developing a policy on access to records.

vi. accommodates applicants with special needs, such as visual impairment

CSMLS outlines the process for requests for special accommodation in the Examination Handbook.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

Credential assessments are performed by ICES or WES and form part of the PLA process conducted by CSMLS. Both of these organizations are experts in credential assessment and are well recognized in their field. Credential evaluation requires original documentation to be submitted from the issuing institution, thus ensuring authenticity.

ii. Describe the criteria that are applied to determine equivalency.

See 9.c)i. above.

iii. Explain how work experience is taken into account.

n/a. This is not part of the credential assessment performed by WES or ICES.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

The national competency profile outlines the competencies expected of an entry-level technologist. The CSMLS, as part of the PLA process, examines clinical training, work experience and professional development/continuing education. The PLA candidate also completes a self-assessment against the national competency profile. All of these parameters are taken into consideration when evaluating equivalency. Once a PLA applicant is deemed equivalent, they are eligible to sit the national, competency-based written examination. If they pass the CSMLS examination, they are deemed to have met the entry-level competencies.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

See b)iv. above.

iii. Explain how work experience is used in the assessment of competency.

Work experience is evaluated by CSMLS as part of the PLA process. Detailed employer letters regarding equipment used and tests performed are submitted directly to the CSMLS by the employer. Work experience is compared to the competencies expected of an entry-level medical laboratory technologist.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

CSMLS conducts a detailed review of each PLA applicant's file. The PLA documents may include verification of language fluency and do include a report from ICES or WES in addition to detailed letters from previous employers, verification of professional development/continuing education and the applicant's self-assessment competency rating booklet. These methodologies have been described in previous sections of the report.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

Assessors receive ongoing training, as described earlier. At CSMLS, every client is assessed on a case by case basis. PLA's conducted by the CSMLS from 2002 to present are searchable on the CSMLS database and may be accessed by PLA assessors for consistency purposes. In addition, the CSMLS commissioned an external, third party review of the PLA process in 2006. Recommendations from this assessment form the basis for ongoing improvements and research projects. Results of research projects assist in further policy development/amendments.

iii. Explain how work experience is used in the assessment of prior learning.

- see d)iii.

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The CSMLS offers examinations in three areas: general medical laboratory technology (General), diagnostic cytology (DC) and clinical genetics (CG). The examinations are offered in February, June and October each year and are based on the competency profiles. The General and DC examinations are offered in both English and French. The CG examination is available in English will be translated to French if required. The Angoff method is used to determine the cut-score (pass mark)and each examination is subject to the Angoff process. There is one point per multiple choice question and no penalty for a wrong answer, i.e. incorrect answers are not subtracted from correct answers. The examinations use a multiple-choice format and are presented to the candidate in test booklets. Examination candidate fills in a bubble sheet. There are images

for DC and CG examinations. Multiple choice questions are computer scored. For CG, images are manually scored by two raters. There are three consecutive opportunities to pass the examination, therefore two rewrites are permitted. Those who do not pass the exam after three attempts must submit a learning plan and re-establish eligibility to take the exam.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The cut score is established before the candidate takes the exam (see f)i. above). The exam is mapped to an examination blueprint with a percentage of questions assigned to each competency area. Examinations may contain validation questions (which are not included in the scoring until the statistics are evaluated). Examinations are scored and statistics are produced. Guidelines for psychometrics e.g. Point Biserial(PBS) and Point Differential (Pdiff) are used to determine validity. All statistics and written comments from exam candidates are examined by the examination panel coordinator. There is also historical data for questions which have been used previously. If the results are not valid or are unreliable, items are removed from the examination and the papers re-scored. A poorly answered question may go back to the exam panel for revisions.

iii. State how often exam questions are updated and the process for doing so.

Three day item writing workshops are conducted by CSMLS every second year with subject matter experts. Exam questions developed at the workshops receive additional editing before placement on an examination. CSMLS also offers sessions at institutions/facilities conducted by trained facilitators. New questions are tested for validity in examinations before they are included for actual marks.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

CMLTO does not assess qualifications. This is performed by the CSMLS in the PLA process and that training has been described in the applicable section. The CSMLS Director of Certification delivers a presentation at the first Registration Committee (RC) each year on the PLA process to educate the RC on how the PLA report is developed. The RC is informed about the detailed steps involved in the PLA process. In addition, the CSMLS presentation explains the process for the competency-based examination, including item development, exam preparation and exam scoring.

ii. individuals who make registration decisions

Registration Associates review applications for completeness when they are received at the CMLTO office. Although they do not make the final decision, they prepare the paperwork for senior staff. They attend external training sessions, e.g. Fair Registration Practices and Procedures: A training session for staff and committee members (held November 28, 2008). The Deputy Registrar also attended this session. Registration Associates attend RC orientation sessions and have ongoing communication with the Deputy Registrar/Registration Team Leader, who provides support to the RC. The responsibility for final approval of

applications not referred to the RC lies with the Registrar/Executive Director. The Registration Department has a procedures manual and are expected to review it at least yearly. In addition, they have access to the RC Manual and are expected to review it at least yearly. The Registration associates also review the minutes of the RC meetings.

iii. individuals who make internal review or appeal decisions

In 2008, one RC member attended the external training session noted in ii. above. The RC is oriented to CMLTO registration processes by legal counsel at the first meeting of each year (Acts, Regulation, HPARB, decision and reasons writing). The Chair of RC also reviews the RC Manual, which contains the policies and procedures related to the duties of the RC. Additional guest speakers/experts are invited to RC meetings from time to time, e.g. language testing expert, CSMLS Director of Certification. New RC members are oriented to panel responsibilities by observing panel decision making at their first meeting.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

In accordance with the Agreement on Internal Trade, Chapter 7, Labour Mobility, the CMLTO has a Mutual Recognition Agreement (MRA) dated May 2002 with three of the four provinces that regulated medical laboratory technology in 2002 - Alberta, Saskatchewan and New Brunswick. This agreement was also endorsed by the provinces and territories that did not regulate the profession in 2002, and by the CSMLS. All parties are working on revisions to the MRA that will include the newly regulated provinces (Manitoba and Nova Scotia)and Quebec.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

The CMLTO registration regulation contains provisions to facilitate labour mobility. During the reporting period, the CMLTO did not receive any applications under the MRA.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Languages in which application information materials are available

a) Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	n/a

Paid staff employed by your organization

b) In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, 1 full-time employee and 1 part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	10
Staff involved in appeals process	1
Staff involved in registration process	3

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants[1] were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
India	29
Philippines	24
[0]	0
[0]	0
[0]	0

[1]Persons who have applied to start the process for entry to the profession.
Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members[2] were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	690	96	4	274	6686	**7750**

[2] Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

b) -total staff employed does not include contract employees -staff involved in appeals process - Deputy Registrar prepares documents for the Registration Committee and HPARB (if applicable) -staff involved in registration process - Deputy Registrar included in total for staff involved in registration process, but is also responsible for other CMLTO program areas c) only countries from which more than five applications were received are included in the chart, therefore the entries for the third, fourth and fifth countries are 0. d) CMLTO is in the process of gathering this information from all members. More definitive data should be available for the 2009 report.

Applications your organization processed in the past year

e) State the number of applications your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1st to December 31st of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	183	25	0	71	0	**279**
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	9	4	0	11	1	**25**
Inactive applicants (applicants who had no contact with your organization in the reporting year)	n/a	n/a	n/a	n/a	n/a	**0**
Applicants who met all requirements and were authorized to become members but did not become members	1	0	0	1	0	**2**
Applicants who became FULLY registered	182	24	0	66	0	**272**

members						
Applicants who were authorized to receive an alternative class of licence[3] but were not issued a licence	0	0	0	0	0	**0**
Applicants who were issued an alternative class of licence[3]	0	0	0	0	0	**0**

[3] An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

	Class of licence	**Description**
a)		
b)		
c)		
d)		
e)		
f)		

g)	
h)	
i)	
j)	

Reviews and appeals your organization processed in the past year

f) State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
from January 1st to December 31st of the reporting year	**Ontario**	**Other Canadian Provinces**	**USA**	**Other International**	**Unknown**	**Total**
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	5	0	0	4	0	**9**
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	**0**
Appeals heard	0	0	0	0	0	**0**
Registration decisions changed following an appeal	0	0	0	0	0	**0**

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Certification (13 / 13)

I hereby certify that:

   i. I have reviewed the information submitted in this Fair Registration Practices Report (the"Report").
  ii. To the best of my knowledge:
- all information required to be provided in the Report is included; and
- the information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization: Lynn Yawney

Title: Deputy Registrar

Date: February 26, 2009